

## The Implementation of the Anti-Red Tape Act and Client Satisfaction of State Universities and Colleges in Negros Occidental

<sup>1</sup>Wayne Custer G. Alegata

<sup>2</sup>Merlita V. Caelian

<sup>1</sup>*Carlos Hilado Memorial State College–Alijis Campus, Bacolod City, Philippines*

<sup>2</sup>*University of Negros Occidental-Recoletos, Bacolod City, Philippines*

### ABSTRACT

The study assessed the implementation and student satisfaction of the domains of Anti-Red Tape Act (ARTA) in the frontline services of State Universities and Colleges (SUCs) in Negros Occidental. Using a descriptive, comparative, and correlational research design, data were collected using survey questionnaires and analyzed with the use of descriptive and inferential statistics. Findings showed “very great” implementation and “very satisfied” clients. There is no significant difference in reengineering of systems and procedures and citizens charter, but there is a significant difference in accessing frontline services, accountability of heads of offices, and physical settings and working conditions. There is also a significant difference in the satisfaction of clinic services while services in the registrar, accounting and cashiering, library and guidance offices exhibit no differences. The study concludes that SUCs are compliant with the provisions of ARTA, and delivery of services is very satisfactory although there are areas that need to be strengthened.

**Keywords:** Anti-Red Tape Act, Frontline Services, Implementation and Client Satisfaction, State Universities and Colleges (SUCs), Negros Occidental